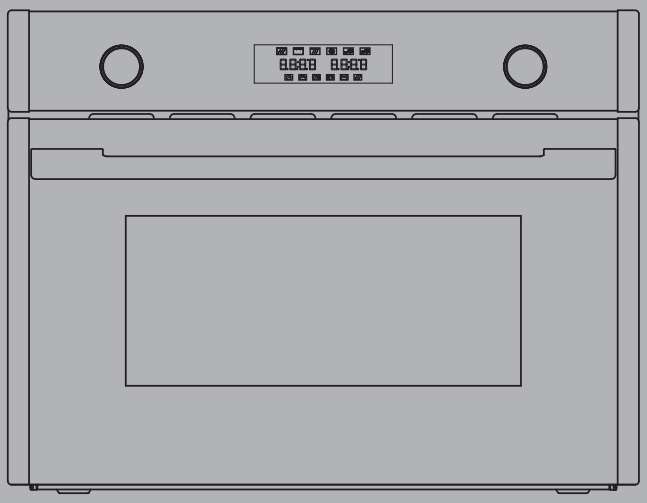

USER MANUAL

AS35SS
BUILT-IN STEAM OVEN

Customer Care
0344 800 1128

IMPORTANT INFORMATION

AS35SS

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BEFORE YOU START

To avoid the risks that are always present when you use an electrical appliance it is important that this appliance is installed correctly and that you read the safety instructions carefully to avoid misuse and hazards. Please keep this instruction booklet for future reference and pass it on to any future owners. After unpacking the appliance please check that it is not damaged. If in doubt, do not use the appliance but contact Apelson on 0344 800 1128.

Decide on the appropriate location for your product.

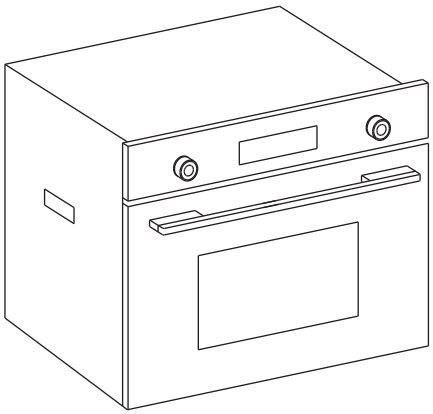
Check the package and make sure you have all of the parts below.

Your product contains glass please take care when fitting or handling to prevent personal injury or damage to the product.

The specifications plate displays all the necessary identification information for ordering replacement parts.

If you sell the appliance, give it away, or leave it behind when you move house, make sure you also pass on this manual so that the new owner can become familiar with the appliance and its safety warnings.

AS35SS Steam Oven x1



Perforated container x1

Non-perforated container x1

Rack x1

Fixing screw x4

SAFETY INFORMATION

These instructions are for your safety. Please read through them thoroughly prior to installation and retain them for future reference.

All installation work must be carried out by a competent person or qualified electrician.

This appliance must be installed correctly by a suitably qualified person, strictly following the manufacturer's instructions.

This appliance complies with all current European safety legislation, however, the Manufacturer must emphasise that this compliance does not prevent the surfaces of the appliance from heating up during use and remaining hot during its operation.

Do not allow the electric cables to touch the hot parts of the appliance.

Make sure that the power cord is not caught under or in the appliance and avoid damage to the power cable.

Do not remove the plug in the presence of flammable gas.

Do not install the appliance outdoors in a damp place or in an area which may be prone to water leaks such as under or near a sink unit. In the event of a water leak allow the machine to dry naturally.

Please dispose of the packing material carefully.

Do not use flammable sprays in close vicinity to the appliance.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.

Cleaning and user maintenance shall not be made by children without supervision.

Regularly check the power plug and power cord for damage. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a danger or injury.

A steam cleaner is not to be used.

The appliance is not intended to be operated by means of external timer or separated remote-control system.

The appliance is for domestic use only.

The Manufacturer declines all liability for personal or material damage as a result of misuse or incorrect installation of this appliance.

Danger of burns! During use the appliance becomes hot. Care should be taken to avoid touching heating elements inside the oven.

Warning! Accessible parts may become hot during use. Children should be kept away.

Warning! If the door or door seals are damaged, the oven must not be operated until it has been repaired by a competent person.

If smoke is emitted, switch off or unplug the appliance and keep the door closed in order to stifle any flames.

Use the appliance exclusively for the preparation of food. Do not use the appliance to dry clothing, paper or other objects.

Do not operate the appliance without food in the cooking compartment. Operating without food can damage the appliance.

Dishes can become hot due to the heated food. Therefore, always use oven gloves to take the food out of the appliance.

Failure to maintain the oven in a clean condition could lead to deterioration of the surface that could adversely affect the life of the appliance and possibly result in a hazardous situation.

Warning! Only allow children to use the oven without supervision when adequate instructions have been given so that the child is able to use the oven in a safe way and understands the hazards of improper use.

Caution! If the appliance operates in combination mode, it is recommended that children use the oven only under the supervision of adults because the temperature may be high.

Connect the power plug to an easily reachable electrical outlet so that in case of an emergency the appliance can be unplugged immediately. Pull the power plug out of the electrical outlet to completely switch off the appliance. Use the power plug as the disconnection device.

Disconnect the power plug from the electrical outlet when not in use and before cleaning.

Always turn the appliance off before disconnecting the power plug.

This appliance is classified as protection class I and must be connected to a protective ground (Earth).

Means for full disconnection must be incorporated in the fixed wiring in accordance with the wiring rules. To achieve this install an appropriate circuit breaker (CB) and residual current device (RCD). It should be installed in an easily reachable place so that in case of emergency the appliance can be disconnected from power immediately.

The fixed wiring must be protected against heat surfaces.

Do not hang an objects to the handle of the oven door.

Do not store or never use harsh chemicals, sprays, flammable or non-food in or near the oven. Oven is designed specifically for heating or cooking food. The use of corrosive chemicals in heating or cleaning will damage the unit and may cause injury.

Should any food inside the oven catch fire, keep the door closed. Switch the oven off and disconnect the power supply.

Always exercise caution when opening the door. Move to side, open the door slowly to vent the hot air and/or steam. Make sure your face is away from the opening and make sure there are no children or pets near the oven.

ENVIRONMENTAL INFORMATION

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

This symbol on the product or its packaging indicates that this product cannot be treated as normal household waste. This product must be handed over to an electric and electronic equipment collection point for recycling.

On ensuring that this product is disposed of correctly, you will help to avoid possible negative consequences for the environment and public health, which could occur if this product is not handled correctly. To receive more detailed information about recycling this product, contact your local government, domestic waste disposal services or the outlet where the product was bought.

TECHNICAL AND LEGAL INFORMATION

TECHNICAL INFORMATION:

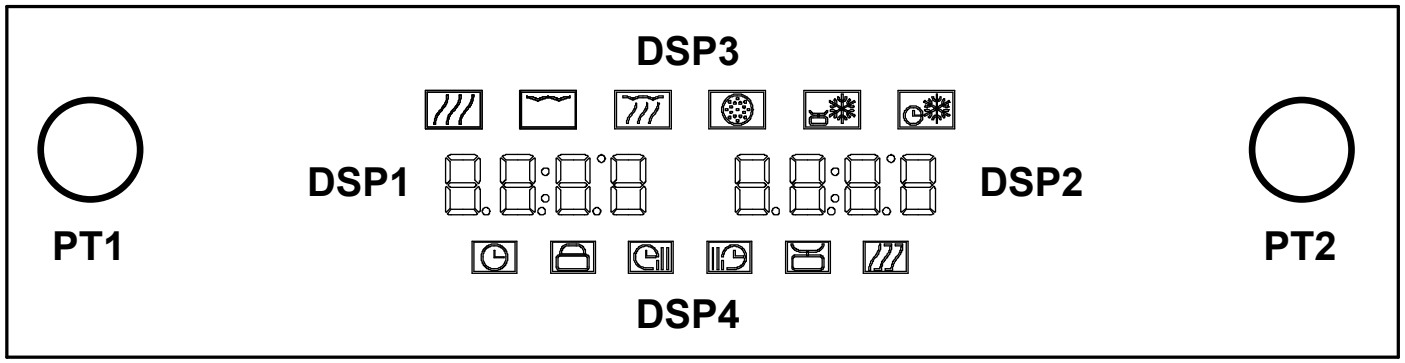
Power supply:	220-240V~, 50/60Hz
Power (Steam):	1250-1500W
Power (Oven):	1400-1700W
Measurements:	
Oven capacity (net):	35L
External dimensions (WxHxD):	594x530x455mm
Net weight:	29kg

LEGAL INFORMATION

The Manufacturer declines all liability for damage caused to persons and objects due to incorrect or improper installation of the appliance.

YOUR CONTROL PANEL

All the microwaves control and indicators are located together on the front panel which is shown below.



PT1. This dial is for setting time, selecting the cooking length and the high and low temperature.

PT2. This dial sets the operation and start & end of programmes

DSP1. This displays the time of programme and daily time

DSP2. This displays the temperature and types of food.

DSP3. This is the function indicator and displays all the optional functions.

DSP4. Subsidiary function indicator.

YOUR STEAM OVEN

A. Control panel

B. Water box

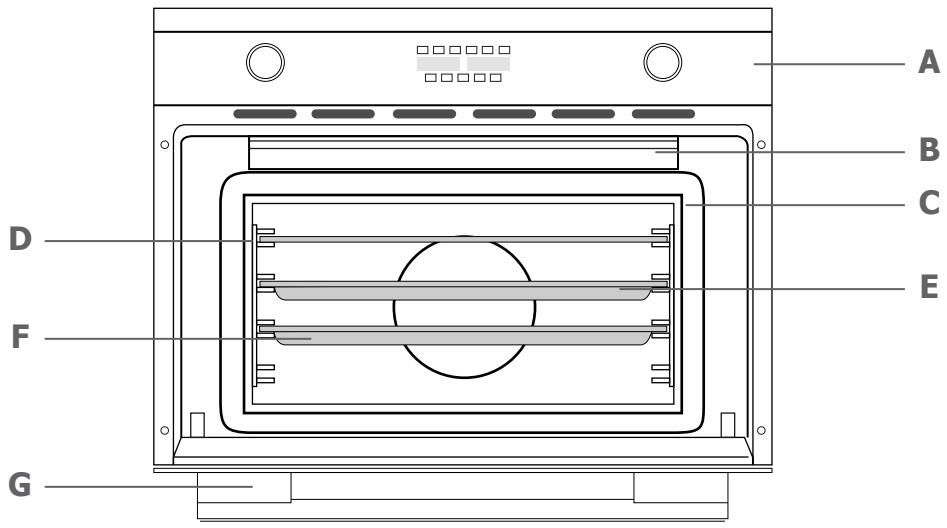
C. Seal ring

D. Rack

E. Non-perforated container

F. Perforated container

G. Door



FIRST USE/SETTING UP YOUR OVEN

AS35SS

We recommend that you read the instructions in this owner's manual carefully before use for the best performance and to extend the life of your appliance, as it will provide you with all the instructions you require to ensure its safe installation, use and maintenance. Always keep this owner's manual close to hand since you may need to refer to it in the future.

Thank you.

SETTING THE CLOCK

When the power is on, "0:00" is flashing on DSP1. Turn PT1 to adjust hour time, then press and turn PT1 to set and adjust minute time, at last press PT1 again for confirming.

The appliance uses a 24 hour clock operating system.

Modify the current time: Under the standby mode, press PT1 for 3 seconds until the current time flashes on DSP1, then repeat the setting above.

WATER LEVEL

Under initial state, you will hear a "beep" after positioning the water tank into position, and water level indicator will light. If the water level in the tank is low, the low water indicator will light. Please add water to Max position. (Tank could load 1.2ml water in maximum. A tank full of water generally is able to cook for about 60-70 minutes)

NOTE:

Remove the water tank to add water. Add water through the water injection hole. Wipe dry if any water overflows.

To add water when the oven is working. Open the oven door and let the water tank cool down. Then remove the water tank to add water.

CLEANING THE OVEN FOR THE FIRST TIME

When the oven is used for the first time, it should be heated to the maximum temperature for long enough to burn off any oily residues left during the manufacturing process, which might contaminate foods with unpleasant smells.

PRODUCT FUNCTIONS

Under the standby mode, all of the functions show on DSP3 after press PT2. Then turn PT2 to select the function, and the selected function will be displayed on DSP3, while the preset cooking time will be displayed on DSP1 and the preset parameters are displayed in alternation on DSP2.

FUNCTIONS	
	Steam
	Fish
	Roast
	Defrost
	Clock
	Cooking time
	De-scaling
	Low water level
	Meat
	Vegetables
	Pizza
	Disinfecting
	Child lock
	Delay time
	Water level
	Temperature

STEAM OVEN FUNCTIONS

In standby mode, press PT2 to select function choice, turn PT2 to choose function. The chosen function will be shown on DSP3. Preset the temperature and food type and this will be shown on DSP2.

NOTE:

When the cavity temperature reaches the preset temperature, temperature icon will stop flashing and become light.

Press PT1, PT2 at the same time during working process, current cavity temperature will be shown on DSP2.

STEAM FUNCTIONS

In standby mode, press PT2 to select function choice, turn PT2 selected steam function. DSP1 will display default time 10 minutes, DSP2 display default steam temperature 100°C.

Press PT1, rotate PT1 to set temperature.

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the oven begins to work. Steam function icon and temperature icon will flash, working time icon and high water level icon will light.

Temperature range: 40-100C

The longest working time: 90:00 minutes

MEAT COOKING (AUTO)

Choose steamed meat function, DSP1 display default time 30:00 minutes, DSP2 default steam temperature is 100°C and program C1 flash alternately

Press PT1, rotate PT1 set functions

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the oven begins to work. Steam meat function icon and temperature icon will flash, working time icon and high water level icon will light.

Note: Temperature of foods will flash alternately.

FISH COOKING (AUTO)

Choose steamed fish function, DSP1 display default time 25:00 minutes, DSP2 default steam temperature is 80°C and program b1 flash alternately

Press PT1, rotate PT1 set functions.

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the oven begins to work. Steam fish function icon and temperature icon will flash, working time icon and high water level icon will light.

Note: Temperature of foods will flash alternately.

Different meats cook at different temperatures, please use the table below as a guide.

Program	Type of meat	Temperature (°C)	Time (min)	Container	Level
C1	Chicken breast	100	30	Perforated	2
C2	Smoked pork lion	100	45	Perforated	2
C3	Turkey escalope	100	20	Perforated	2
C4	Pork fillet whole	100	25	Perforated	2
C5	Vienna sausage	90	15	Perforated	2

Different fish cook at different temperatures, please use the table below as a guide.

Program	Type of fish	Temperature (°C)	Time (min)	Container	Level
b1	Trout	80	25	Perforated	2
b2	Shrimp	90	15	Perforated	2
b3	Fish Fillet	80	18	Perforated	2
b4	Mussels	100	25	Perforated	2
b5	Lobster	100	30	Perforated	1/2

VEGETABLE COOKING (AUTO)

Choose steamed vegetables function, DSP1 display default time 20:00 minutes, DSP2 default steam temperature is 100°C and program A1 flash alternately

Press PT1, rotate PT1 set functions.

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the oven begins to work. Steam vegetable function icon and temperature icon will flash, working time icon and high water level icon will light.

Note: Temperature of foods will flash alternately.

Different vegetables cook at different temperatures, please use the table below as a guide.

Program	Type of vegetable	Temperature (°C)	Time (min)	Container	Level
A1	Broccoli	100	20	Perforated	2
A2	Carrots	100	25	Perforated	2
A3	Potatoes and mixed vegetables	100	25	Perforated	2
A4	Peas	100	15	Perforated	2
A5	Asparagus	100	25	Perforated	2

GRILL FUNCTIONS (STEAM OVEN FUNCTION)

Choose grill function, DSP1 display default time to minutes, DSP2 display default steam temperature 200°C.

Press PT1, rotate PT1 temperature setting

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the appliance begins to work. Steam vegetable function icon and temperature icon will flash, working time icon and high water level icon will light. Temperature range: 140-200°C

The longest working time: 90:00 minutes

PIZZA FUNCTION (STEAM OVEN FUNCTION)

Choose pizza function, DSP1 no display, DSP2 display 200g.

Press PT1, and turn PT1 to set weight. Then press PT2, cooking will start, pizza function icon will flash, work time icon will light.

Programs will calculate cooking time according to weight

Pizza (g)	Time (minutes)	Step weight (g)
100	0:30	50
150	1:30	
200	2:34	
250	3:35	
300	4:38	
350	5:40	
400	6:42	
450	7:44	
500	8:46	

Pizza (g)	Time (minutes)	Step weight (g)
600	10:50	50
650	11:52	
700	12:54	
750	13:56	
800	14:58	

DEFROST FUNCTION (EDIT MENU)

Choose defrost function , DSP1 display default time 10 minutes, DSP2 no show.

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the appliance begins to work. Defrost function icon and temperature icon will flash, working time icon and high water level icon will light.

Steam defrost is automatically controlled between 50°C-60°C.

REHEATING AND DISINFECTING FUNCTIONS

Choose steamed Disinfecting function, DSP1 display default time 13:00 minutes, DSP2 default steam temperature is 100°C and program r1 flash alternately

Press PT1, turn PT1 set programme.

Press PT1 again and turn PT1 to set cooking time. After cooking time is set, Press PT2, the appliance begins to work. Steam disinfecting function icon and temperature icon will flash, working time icon and high water level icon will light.

Note: Temperature of foods will flash alternately.

Different Disinfecting have different temperature; you can refer to the following table.

Program	Type of Food	Temperature (°C)	Time (min)	Instructions	Container	Level
r1	Plate dishes	100	13		Rack	2
r2	Ready-made meals/frozen	100	18	Remove lid from container and put on rack	Rack	2
r3	Beans	100	35	Disinfection: time and temperature according to 1L capacity	Rack	2
r4	Cherries	80	35		Rack	2
r5	Plums	90	35		Rack	2
r6	Baby bottles	100	12		Rack	2

TIMED

After setting cooking time and parameter, press PT1,delay time function begins to work, and DSP4 shows, DPS1 will show current time, DSP2 shows "Auto". Press PT1 to set delay time. Then press PT2 to confirm the beginning time of delay.

DSP1 shows the delayed start time you set and DSP2 shows "AUTO".

Press PT2 for 3 seconds if you want to cancel the selected function.

PAUSE DURING OF COOKING

PAUSE OR CANCEL COOKING

You can stop the cooking process at any time by pressing PT2.

Open the door in the process of cooking to pause (not be recommended due to lots of vapours may hurt you)

Keep pressed PT2 for 3 seconds; you will hear sound and the process will be cancelled.

Keep a certain distance away when you open the appliance door due to lots of vapours as they may burn you

MODIFYING PARAMETERS

The operating parameters (time\temperature\weight) can only be modified when the cooking process has been interrupted. Proceed as follows:

Press PT1 and turn it to left or right to modify parameters,

Press PT1 once to confirm.

Press PT2 to continue cooking

STANDBY MODE

After choosing function and setting parameter, do not press PT2 to confirm the setting. Press PT2 for a long time to go to standby mode.

After choosing function and setting parameter, press PT2 to confirm setting. Press PT2 for a long time, PUMP will flash on DSP1. Or press PT2 to pause, then press PT2 for a long time, PUMP will flash on DSP1, turn PT2 to re choose function.

In standby mode, press PT2 button to enter power off mode.

CLOSE OFF STEAM COOKING

END PROGRAM WITH STEAM FUNCTION.

When program with steam function is end or when the program is cancelled, DSP1 will flash "PUMP IN", and it will beep for 3 times every 30 seconds in 5 minutes. DSP1 shows "PUMP IN", which means the pump automatically pumped water back to boiler. DPS2 shows "PUMP OUT", which means pump back is finished and return back to standby mode.

If water in boiler is higher than 75°C DSP1 and DSP2 will flash "PUMP OUT". When the water is lower than 75°C it shows "PUMP OUT" meaning water is automatically pumped to water tank from boiler. After the pumping is finished, it will go to standby mode automatically.

END PROGRAM WITHOUT STEAM FUNCTION (GRILL AND PIZZA)

After cooking (pizza and grill function) is finished, it beeps three times, and shows "End". And it beeps 3 times every 30 seconds in 5 minutes. End will flash on display. After 5 minutes, it goes to standby mode. If you open the oven door or press PT2, it will go to standby mode too.

DEMON FUNCTION AND CHILD LOCK

DEMON FUNCTION

When Steam oven is in OFF (closed) mode, it does not show time, but show only clock icon. Press PT1 until it shows "OFF SHO" on DSP1 and DSP2, which means demo function is not activated. Turn PT1 to activate demo function "ON SHOW", press PT2 to confirm the setting.

On demo function, the oven does not work including all heating elements. Only light and cooling fan work under demo function. If you hope to use the oven, please set it as "OFF SHO" mode.

Under "ON SHOW" mode, the oven will show "ON SHOW" and the current function alternately every 5 seconds, no matter what function is set.

NOTE

Demo function has the memory function, If power is cut, demo function continues to work after power is on.

CHILD LOCK

When Steam oven is in OFF (closed) mode, it does not show time, but show only clock icon. Press PT1 until it shows "OFF SHO" on DSP1 and DSP2. Turn PT1 to activate child lock function "ON bLOC". When it shows "ON bLOC" on DSP1 and DSP2, press PT2 to confirm the setting, and it shows lock icon.

On demo function, the oven does not work including all heating elements. Only light and cooling fan work under demo function. If you hope to use the oven, please set it as OFF SHO mode.

Under child lock system, it will show bLOC for three seconds whether you press PT1 or PT2, and it returns to previous setting.

NOTE

Child lock function has the memory function, if power is cut; child lock function continues to work after power is on.

UNLOCK

To unlock temporarily, press PT1 until lock icon on DSP4 disappear. Then you could choose any function or revise parameter. After 2 minutes, it goes back to child lock function. It will go back to child lock function automatically.

To unlock permanently, go into child lock function, refer the instruction manual to unlock.

DE-SCALING

WARNING

De-scaling will take 45 minutes and oven can not be interrupted for your safety. You can either open or close the oven door when you begin de-scaling procedures are as follows:

With the appliance in OFF status, keep PT1 pressed until "OFF SHO" appears on DSP1, press PT1 continuously until "ENTR CAL" appear on DSP1 and DSP2. De-scaling indicator light will show.

To cancel the function, press PT1 button to enter standby mode

Press PT2 key, digital tube display "PUMP IN" said back extraction system open

When "0.5L" appears, that shows you should add 0.5 L de-scaling solution to water box.

Press PT2 to start de-scaling function, it will take 30 minutes.

When "1.0L" appears, that shows you should empty the water box and then add 1.0 L cold water to water box.

Press PT2 to start program, when "CAL END" appears and it beeps 3 times that shows de-scaling function is end.

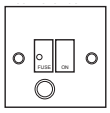
Press PT2 after de-scaling is finished to return to start status.

Time interval of de-scaling depends on Hardness of water and frequency of use. If every week use steam function 4 of x30 minutes, in order to extend our steam furnace life, we suggest you 6 months after a scale removal function.

NOTE

In the de-scaling function before water in boiler is empty to smoke; If the boiler inside still withhold water inside, in the operation scale removal function of time, the program can't normally open.

WARNING



Always switch off the electricity supply before performing maintenance work. In the event of a fault, contact customer services.

CAUTION

Do not use hot water, dilutents, petrol, alcohol, kerosene, washing powder, cleanser, alkaline detergent, acid, chemical cloth, etc. for cleaning so as not to damage the enamel coating and plastic. The appliance must not be cleaned directly with water as this could cause rusting or render the insulation less efficient

The appliance should be cleaned after use.

The enamelled or stainless steel parts should be washed with lukewarm water without using any abrasive powders or corrosive substances which could ruin them ;Stainless steel could get stained. If these stains are difficult to remove, use special products available on the market. After cleaning, it is advisable to rinse thoroughly and dry.

The inside of the oven should preferably be cleaned immediately after use, when it is still warm, with hot water and soap; the soap should be rinsed away and the interior dried thoroughly. Avoid using abrasive detergents (for example cleaning powders, etc) and abrasive sponges for dishes or acids (such as lime scale–remover, etc) as these could damage the enamel. If the grease spots and dirt are particularly tough to remove, use a special product for oven cleaning, following the instructions provided on the packet. Never use a steam cleaner for cleaning inside of oven.

Suitable for de-scaling of cleaner, such as liquid coffee machine de-scaling cleaner. Share not with foam cleaner.

Avoid using grinding sand mould cleaner, such as wash mat, steel wire ball, etc, may damage the surface

IMPORTANT

Don’t put water tank in the dishwasher cleaning.

REPLACING THE OVEN LAMP:

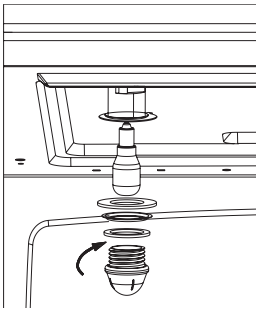
Disconnect the oven from the power supply by means of the Omni polar switch used to connect the appliance to the electrical mains ;or unplug the appliance if the plug is accessible.

Remove the glass cover of the lamp-holder.

Remove the lamp and replace with a lamp resistant to high temperatures with the following characteristic.

Voltage: 220-240V
Wattage: 25W
Type: E14

Replace the glass cover and reconnect the oven to the mains power supply.



DISPLAY INFORMATION

Display	Description
De-scaling	
CAL	The appliance needs to be de-scaled
	Flashing - De-scaling program starts
0.5L	Add 0.5L de-scaling solution to water box
1.0L	Add 1.0L cold water to water box
Water box	
TAN	Installation error
LOU	Tank water shortage in the work. Reduce vapour and water backflow
VRP	Reduce vapour function is running
PUMP IN	Tips are from the tank to the boiler pumping
PUMP OUT	Tips are from the boiler to the tank back pumping
Warning	
Hot	Too high temperature
door	Door not installed
Err PUMP	Flow meter sucking water the water latter to get a small amount of water

INSTALLATION

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Only a qualified person in compliance with the instructions provided must install the appliance. The manufacturer declines all responsibility for improper installation, which may harm persons and animals and damage property.

CAUTION

The power supply to the appliance must be switched off before any adjustments or maintenance work is undertaken.

BEFORE THE INSTALLATION

Open the steam oven and take out all the accessories and remove the packing material.

Make sure that the steam oven is not damaged by any way. Check that the oven door closes correctly and the inside of the door and front oven panel are not damaged.

POSITIONING THE STEAM OVEN

If you fit the steam oven into a housing unit, the material of the housing unit should be insulated, and the clearance between the edge of the housing and the steam oven should be over 500mm for ventilation.

CAUTION!

DO NOT USE THE OVEN

If the power cable or the plug is damaged, if the oven does not function correctly or if it has been damaged or dropped. Put the oven on a flat and stable surface. The oven should not be installed close to any heat source, radios or televisions.

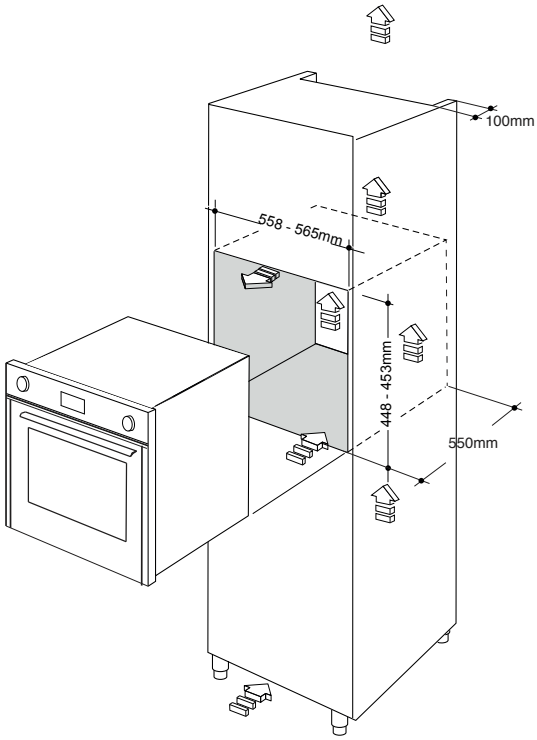
During installation, make sure that the power cable does not come into contact with any moisture or objects with sharp edges and the back of the oven. High temperature can damage the cable. Warning: after the oven is installed you should make sure you can access the plug.

The power supply to the appliance must be cut off before any adjustments or maintenance work is done on it.

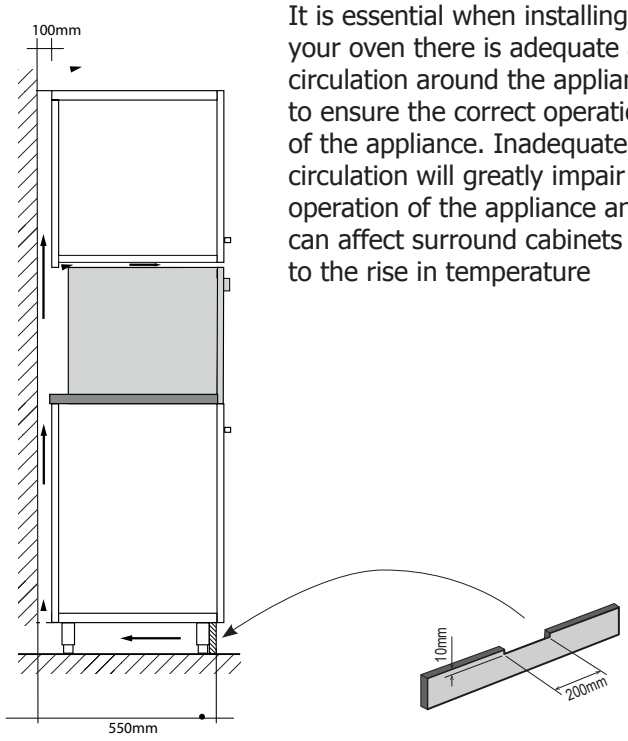
INSTALLATION OF BUILT-IN STEAM OVEN

For correct installation this product can be fitted within a tall oven housing unit.

The air circulation requirements are shown below including



a slot that should be cut into the plinth if fitted.



It is essential when installing your oven there is adequate air circulation around the appliance to ensure the correct operation of the appliance. Inadequate air circulation will greatly impair the operation of the appliance and can affect surround cabinets due to the rise in temperature

A Switched Fused Connection Unit to BS 1363 Part 4 is recommended

The fuse must be rated at 13 Amps.

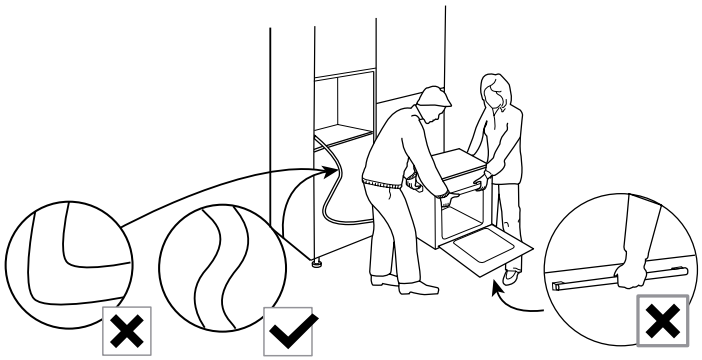
The wires in the mains lead are coloured in accordance with the following code:

Brown = L - Live
Blue = N - Neutral
Green and Yellow = ⏚ - Earth

The connection point must be placed in a position adjacent to the appliance so as to be readily accessible for an engineer in the event of a breakdown.

Disconnect the appliance from the mains supply before carrying out any kind of maintenance or cleaning.

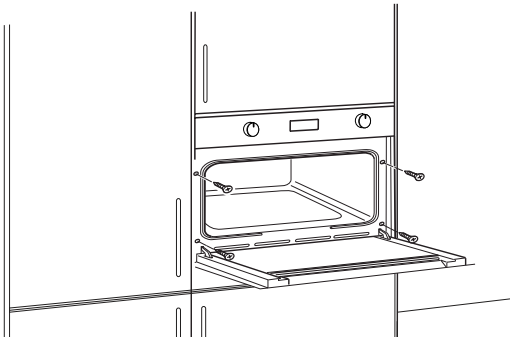
FIXING THE STEAM OVEN



Lift steam oven into housing unit as shown above, do not lift the oven with the handle otherwise the glass door might shatter.

Once the steam oven has been lifted into place insert the 4x screws into the holes located within the sides of the metal casing and tighten to secure the appliance.

Also ensure that you adjust the furniture doors adjacent to the sides of the oven so there is a 4 - 6mm gap between them, otherwise heat displaced from the oven might damage the furniture door.



THE APPLIANCE IS NOW READY TO USE.

TROUBLESHOOTING

AS35SS

WHAT SHOULD I DO IF I HAVE NO DISPLAY?

Check the time indicator is on or off.

NO RESPONSE AFTER PRESSING ANY BUTTON.

Check if the child lock is on.

STEAM OVEN DOESN'T WORK.

Check the plug/power supply. Make sure the door is closed and ensure that nothing is caught between the door and the cavity of the steam oven.

A STRANGE NOISE WHEN THE STEAM OVEN IS OPERATING.

Check if a metal object is inside the microwave and arcing is taking place. Make sure nothing is touching the microwave cavity.

THE STEAM OVEN CAN'T HEAT OR HEATS VERY SLOWLY.

Choose cooking time and temperature are set correctly. In the steam oven is food block too big or too cold.

LAMP DOES NOT WORK

If other functions are working replace bulb.

If your appliance is still not functioning properly after making the above checks, please contact customer services.

This appliance is covered by a full manufacturer's 2 year parts and 2 year labour guarantee and covers all parts and labour costs associated with the repair of the appliance in a domestic environment. We will repair any defect that arises due to faulty materials or workmanship and use genuine manufacturers parts.

All claims must be supported with the original receipt or other reasonable proof of purchase.

If, during the guarantee period, the appliance becomes irreparable as agreed by the engineer approved by Apelson Appliances UK Ltd then we reserve the right, at our discretion, to exchange the defective product with a replacement appliance at Apelson Appliances UK Ltd sole cost. If the same product is no longer available an alternative will be offered with the same functions as the faulty item.

After an appliance has been repaired or replaced any remaining balance of the Apelson Appliances UK Ltd guarantee will be valid and any further call outs during this prescribed period will be covered by Apelson Appliances UK Ltd on the replacement appliance.

Should any person other than an authorized engineer modify or attempt to repair the appliance then the warranty will be invalid.

The guarantee applies to the UK mainland, Scotland and Ireland but is not transferable between EU countries.

This guarantee is non-transferable to any other person or product.

The guarantee is covered by UK law and is in addition to and does not diminish your legal rights.

EXTENDED PARTS ONLY WARRANTY

As testimony to our commitment to you as a valued customer of Apelson Appliances UK Ltd, we will offer you an additional 3 years parts warranty absolutely free.

If during the extended parts warranty period the appliance fails and it is considered uneconomical to repair our Customer Service Department will offer you the opportunity to purchase the same or equivalent model at a discounted price.

All parts supplied free of charge under the extended warranty must be fitted by our approved engineers and will be subject to a call out charge to fit the part.

EXCLUSIONS TO THE GUARANTEE

This guarantee does NOT cover:

Appliances that have been damaged or neglected as a result of failure to store, assemble, install, use or care of the products in accordance with the manufacturer's instructions - Apelson Appliances UK Ltd will not accept responsibility under this guarantee if a product is damaged or becomes defective due to, misuse, neglect, wilful or accidental damage or act of god.

Normal wear and tear.

Consumable items such as carbon filters and bulbs.

Claims arising from non-domestic use or commercial environment.

Any gas appliance not fitted by a gas safe qualified installer.

If no fault is found then Apelson Appliances UK Ltd reserves the right to charge for the call out at the going rate of £55.00 plus VAT.

In the course of the service work carried out it may be necessary to remove the built in appliance from its fitted position. If the appliance is glued, grouted or tiled in such a manner that it cannot be removed, it is the responsibility of the customer/installer to remove and reinstall the appliance to facilitate the repair.

This Guarantee does not affect your statutory rights.

The guarantee is offered by Apelson Appliances UK Ltd, Unit 3 Normandy Landings, Pope Street, Castleford, WA6 2AG

Customer Service

To arrange an in guarantee service call, please contact customer services on the following numbers.

UK and N.Ireland – myappliances Customer Care Centre
T: 0344 8001128 E : e n q u i r i e s @ m y a p p l i a n c e s . c o . u k
www.myspareparts.co.uk

Republic of Ireland (ROI) – myappliances Customer Care Centre
T: 1-800 535542 E: enquiries@myappliances.co.uk

GB IE

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